

**DOMUS  
STRATA CORPORATION BCS528  
1055 HOMER STREET  
VANCOUVER, B.C.**

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**MINUTES OF THE STRATA COUNCIL MEETING OF THE OWNERS OF STRATA  
PLAN BCS528, "DOMUS," HELD IN THE LOUNGE AREA, 2<sup>nd</sup> FLOOR, 1055 HOMER  
STREET, VANCOUVER, B.C., ON MONDAY, JANUARY 12<sup>TH</sup>, 2009 AT 7:00 P.M.**

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**PRESENT:**

Charles Bilash - President

Niknaz Kahnamoui

Noel Evans – Vice President, Treasurer

Peter Skinner

**REPRESENTING RANCHO MANAGEMENT SERVICES (B.C.) LTD.:**

Joseph Tsang, Senior Strata Agent

Mike Elliott, Junior Strata Agent

**REGRETS:**

Lucinda Iglesias

1. **CALL TO ORDER**

There being a quorum present, the meeting was officially called to order at 7:00 p.m.

2. **ELECTION OF COUNCIL POSITIONS**

This being the first Council meeting following the recent AGM, Council was asked to elect various offices for the new Council. It was **MOVED, SECONDED, and CARRIED** unanimously to appoint the following members to their respective positions:

Charles Bilash, President

Noel Evans, Treasurer/Vice President

Niknaz Kahnamoui, Landscaping Committee

3. **PREVIOUS MEETING MINUTES**

There being no errors or omissions, Council adopted the previous meeting minutes of November 3<sup>rd</sup>, 2008 as presented.

4. **RESIDENT MANAGER’S REPORT**

Dave Lam, the Resident Manager, briefed Council on the building’s operations since the last Council Meeting. The following issues were discussed in detail:

a) **Noise in TH1063:**

The noise issue reported by TH1063 has been traced to a loose iron grate on level P1. The noise disappeared once the grate was temporarily secured. A more permanent solution is being investigated.

b) **Elevator No. 2:**

There have been incidents reported in which Elevator No. 2 ascends/descends prior to the door closing. The elevator was removed from service for 3 days in December and another 3 days in January so that the Elevator Maintenance company (Thyssen) could diagnose and repair the problem. At this time, Thyssen believes the problem has been fixed. However, as a precautionary measure, Council requested the Strata Agent get bids from an independent Elevator Consultant to examine the elevator and assure us that everything is in order. Noel Evans will draft a letter to the Owner/Resident who reported the incident.

c) **Penthouse Trees:**

Council discussed ways to prevent damage to penthouse trees during window cleaning. Due to the size of the trees, the location of the hooks, and the location of the trees, Council felt this damage was somewhat unavoidable. The Strata Agent will draft a letter to the Owner explaining Council’s position on this matter.

d) **Attempted Break-In:**

One of the fire exit doors by the rear lobby had the security plate pried back. This plate has since been replaced with a more secure full length guard to help prevent similar attempts. It was noted that even though access was gained through this door, the intruder was unable to gain access anywhere else and no other damage was done.

e) **Snow Removal:**

Council thanked the Resident Manager for his hard work shovelling snow this month. The idea of a long-term contract with a Snow Removal contract was discussed, but rejected due to the rarity of heavy snowfalls in our region. In the future, if there is a very large snowfall, Council authorized the Resident Manager to use his discretion in hiring temporary help to clear snow.

5. **COMMITTEE REPORTS**

a) **Landscaping Committee:**

The 2009 Para Space landscaping contract was reviewed. Nicki Kahnemoui will meet with the vendor to discuss a few particular issues, and will report back to Council.

6. **FINANCIAL REPORT**

The Treasurer informed Council that he has reviewed both the November and December financials and that everything is in order. Council approved the financial statements as presented.

**Arrears**

The Accounts Receivable as of December 31<sup>st</sup>, 2008 was reviewed. It was observed that only a few Owners are in arrears. The Strata Agent has issued lien warning letters to these Owners and will follow up with lien registration if necessary.

**Loan From Contingency**

The Treasurer reported that the annual loan from the Contingency to pre-pay our 2008 insurance premium has not been repaid. The Strata Agent confirmed that this loan will be repaid by the end of the year, with no impact on the 2009 budget. Peter Skinner and Noel Evans will meet with Chris Sargent (Managing Director of Rancho) to discuss further.

7. **BUSINESS ARISING FROM PREVIOUS MEETING**

a) **Flood in Unit 2104:**

As stated in the Resident Manager's report, all suites affected by the flood have had the remedial work finished by Phoenix Restorations. The hardwood floor in suite 2104 is expected to be installed this week. The Owners of these suites have until January 14, 2009 to report any deficiencies to Phoenix Restorations. The water damage deductible of \$10,000 will be charged back to unit 2104.

b) **Boiler Update:**

Per Resolution III approved at the AGM, Council was presented with four (4) quotes to install a boiler system to replace the existing failed hot water tanks. After a brief discussion, it was decided that a 2<sup>nd</sup> meeting should be scheduled with the front runner (Keith Plumbing & Heating) Ltd. to discuss their quote.

c) **Exterior/Window Cleaning:**

Per Resolution VII approved at the AGM, it was decided to proceed with the cleaning of the north side of the building. Council also approved the quote from Champion Window Cleaning to perform 3 cleanings this year, and to include the window ledges in one of those cleanings. The Strata Agent will request further details from Champion about the specific ledge areas that are included in the bid.

Furthermore, Council rejected Champion's \$9800 bid to clean balcony surfaces. In order to save money, it was agreed that Council will set a day in the Spring for Owners to wash their balconies. Full balcony cleaning will likely take place during the complete exterior washing which will precede the repainting of the building in 2010.

7. **BUSINESS ARISING FROM PREVIOUS MEETING – CONT'D**

d) **Dryer Vent Cleaning:**

Council approved a \$4,700 quote from National Air Technology to clean the dryer vents from inside and outside each Suite. In conjunction with this service, the Strata Agent will request that the vendor prepare and inventory of dryer booster fans at Domus.

e) **Building Envelope Maintenance:**

Per Resolution IV approved at the AGM, Council was presented with a quote to inspect the building envelope. The Strata Agent was advised to attain two (2) more quotes for this inspection.

f) **Strata's Mortgages Renewal (Guest Suite & Resident Manage Suite):**

Mr. Charles Bilash informed Council that dealing with RBC up to this point has been pain staking and still no definite response. The administrative fees that RBC wants to charge the strata is also excessive. As an alternate option, Mr. Bilash also contacted CIBC, which was the original lender, to see if the mortgages could be renewed through them. Mr. Bilash is hoping to have a definite answer by the end of the week.

8. **CORRESPONDENCE**

Owners are encouraged to write Strata Council, via Rancho Management Services, on any strata related matter (*i.e. suggestions, concerns, etc.*). Correspondence can be sent to Rancho's office at #701-1190 Hornby Street, Vancouver, B.C., V6Z 2K5, or by Fax to (604) 684-1956 or by Email to [josephsangs@ranchogroup.com](mailto:josephsangs@ranchogroup.com).

a) **Cigarette Butts:**

An Owner informed Council that someone on the West elevation was throwing cigarette butts off their deck. Council will ask the Owner if they can determine the brand, and then the Strata Agent will circulate a letter to all residents on that elevation. Noel Evans will add a message to the Elevator Monitor reminding Residents that throwing cigarette butts off a balcony is a violation of Strata Bylaws (and VFD fire regulations).

b) **Potential Water Intrusion:**

An Owner informed Council of a potential water intrusion issue at their sliding doors. This issue was originally raised last year, and extensive inspections did not find any active leaks. Council will request that the Resident immediately contact the Building Manager at the onset of any future problem so that Council Members can personally observe the problem and determine if additional inspections are necessary.

9. **NEW BUSINESS**

a) **Guest Suite Leasing:**

Council discussed establishing an Olympic Committee to oversee all aspects of our Olympic planning, including how to lease the Guest Suite, scheduling security, etc. Owners who wish to help are encouraged to contact the Strata Agent.

b) **Resident Hand Book:**

Per a request at the AGM, an initial draft of a New Resident Handbook was developed and distributed to Council. Further discussion was tabled until the next meeting.

c) **Pest Control Contract:**

This issue has been tabled until the next Council meeting.

d) **Review of all Monthly Contracts:**

Per Council's request, the Strata Agent distributed a list of all current monthly contracts. At the next meeting, Council will discuss which of these contracts should be re-bid during the year.

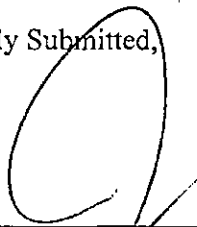
10. **NEXT MEETING**

The next meeting will be a Strata Council Meeting which will be held on **Monday, February 23, 2009 at 7:00 p.m.**

11. **TERMINATION OF MEETING**

There being no other business to discuss, the meeting was terminated at 9:18 p.m.

Respectfully Submitted,



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Joseph Tsang, Senior Strata Agent  
Rancho Management Services (B.C.) Ltd.  
701-1190 Hornby Street, Vancouver, BC, V6Z 2K5  
Phone: 684-4508 (24 HOUR EMERGENCY SERVICES)  
Direct Line: (604) 331-4253  
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**DOMUS  
STRATA CORPORATION BCS528  
1055 HOMER STREET  
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**MINUTES OF THE STRATA COUNCIL MEETING OF THE OWNERS OF STRATA PLAN BCS528, "DOMUS," HELD IN THE LOUNGE AREA, 2<sup>nd</sup> FLOOR, 1055 HOMER STREET, VANCOUVER, B.C., ON MONDAY, FEBRUARY 23, 2009 AT 7:00 P.M.**

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**PRESENT:**

Charles Bilash - President

Niknaz Kahnamoui

Noel Evans – Vice President, Treasurer

Peter Skinner

Lucinda Iglesias

**REPRESENTING RANCHO MANAGEMENT SERVICES (B.C.) LTD.:**

Joseph Tsang, Senior Strata Agent

Mike Elliott, Junior Strata Agent

**GUESTS:**

Bree Erin & Tyson March (Unit 304)

1. **CALL TO ORDER**

There being a quorum present, the meeting was officially called to order at 7:03 p.m.

2. **PREVIOUS MEETING MINUTES**

There being no errors or omissions, Council adopted the previous Meeting Minutes of January 12, 2009, as presented.

3. **RESIDENT MANAGER'S REPORT**

Dave Lam, the Resident Manager, briefed Council on the building's operations since the last Council Meeting. The following issues were discussed in detail:

a) **Graffiti in the Fire Exit Stairways:**

It was noted that some minor graffiti was found on several wall-mounted signs in the fire stairwells. The graffiti was removed by the Cleaning staff.

b) **Stolen Mail:**

There was a report of mail possibly stolen from a Domus mailbox. Canada Post will be asked to upgrade the crown locks to a higher-security type. A notice will be posted in the mailroom advising Residents of the recent theft.

c) **Unit #1602 Water Damage:**

A sink overflowed in Suite #1602. Damage was restricted to the one unit, with expected repair costs in excess of \$4,000. Phoenix Restoration has been on-site to perform the emergency work and all costs, including the remedial repair work, will be charged back to the unit Owner.

3. **RESIDENT MANAGER’S REPORT CONT’D**

d) **Guest Suite Door:**

During a recent rental, the door to the Guest Suite was damaged. A replacement has been ordered, and is expected to be delivered approximately March 23, 2009. All lost Guest Suite rental revenue during this time will be charged back to the Owner who was responsible for the Suite at the time of the damage.

e) **Parkade Update:**

The Resident Manager has completed pressure washing of the entire parkade. Carbon Monoxide sensors were recently calibrated and are all in working order. And the iron grate on P1 has been removed due to the reoccurrence of noise issues reported in last month’s minutes.

f) **Generator:**

Simpson Maxwell was recently on site to perform the annual maintenance of the generator and everything was in working order.

4. **COMMITTEE REPORTS**

a) **Landscaping Committee:**

The landscaping representative, Nicki Kahnamoui, recently met with Para Space Landscaping to discuss our 2009 service. Ms. Kahnamoui outlined the full year plan, and Council agreed to Ms. Kahnamoui’s recommendations. Council further decided that, since no spring bulbs were planted last fall, we would forgo spring flowers, and wait until the summer planting scheduled for the end of March.

The idea of installing artificial grass in front of the building was also discussed. There is a high upfront cost, but no annual cost to re-turf. Due to budgetary constraints, Council chose to re-turf the lawn this year, instead of investing in artificial grass.

5. **FINANCIAL REPORT**

The Treasurer informed Council that he has reviewed the January financial statements and noted that the utilities were over budget, but that this was most likely a function of the accrual process instead of higher actual usage. The Treasurer asked that Rancho Management Office automatically provide him with copies of all utility bills in the future.

a) **Arrears**

The Accounts Receivable as of February 11, 2009 was reviewed. It was observed that only one Owner is in arrears. The Strata Agent has issued a lien warning letter to this Owner and will follow up with lien registration if necessary.

b) **Loan From Contingency**

Rancho provided the Treasurer with a statement for the Contingency Reserve Fund in regards to the repayment of the loan for the insurance premium. The Treasurer reviewed the information and was satisfied that full repayment was made for the money used to pay for the 2007 insurance premium.

6. **BUSINESS ARISING FROM PREVIOUS MEETING**

a) **Resident Handbook:**

The initial draft of a new Resident Handbook was developed and distributed to Council. Further discussion was TABLED until the next Meeting.

b) **Boiler Update:**

Council has decided to replace the existing hot water tanks with a single boiler at a cost of \$42,000. The contract has been awarded to Keith Plumbing & Heating (KPH). KPH has requested that Council provide them with two (2) parking stalls so that a temporary shed could be built to store their tools and supplies, while the works is being done. The work is expected to commence on March 2, 2009. Per Resolution III approved at the last AGM, the costs will be assessed to all Owners, with the assessment taking place probably in April.

c) **Exterior/Window Cleaning:**

Champion Window Cleaning will be on-site to clean the windows during the month of March. Council asked that all the ledges should also be cleaned at the same time.

d) **Dryer Vent Cleaning:**

The dryer vent cleaning will be performed by National Air Technologies and will begin the first week of March, starting from inside the suites followed by cleaning the outsides via Bosun's chair. The Strata Agent was asked to have National Air Technologies perform an inventory of the number of booster fans in the suites, as well as ask them if the size of existing booster fans already in the building are adequate for their current application. A notice will also be issued to all suites to ensure that keys are left with the Resident Manager so as to have access to clean the insides of the dryer vent.

e) **Envelope Maintenance:**

Per Resolution IV approved at the AGM, Council agreed to move forward with an inspection of the exterior of the building, and the subsequent recaulking of any cracks found. It was noted that the recaulking would have minimal impact on the aesthetics of the building, since the likely area of any potential cracking would be in the reveals near windows, which are not very visible from the street. Work is expected to take place in August. The Strata Agent will continue to bid this project in an attempt to lower the cost.

f) **Mortgage Renewal:**

Mr. Charles Bilash informed Council that CIBC has not been receptive in regards to the mortgage renewal and has decided to move forward with Royal Bank for the refinancing for the guest suite and the Resident Manager Suite.

g) **Pest Control Contract:**

It was decided that a contract for Pest Control is currently not in the budget and will be put on hold for the time being.



6. **BUSINESS ARISING FROM PREVIOUS MEETING – CONT'D**

h) **Elevator #2:**

Council discussed the ongoing elevator issues. A recent inspection noted the need for some additional maintenance items to be addressed. Council and the Strata Agent will continue to follow-up.

i) **Townhouse #1061 Leak:**

An independent engineering firm (Morrison Herschfield) was on-site to investigate a water issue reported above the patio door of Townhouse #1061. The investigator concluded that the issue is related to condensation, not water intrusion. In conjunction with the upcoming Dryer Vent Cleaning, the Strata Agent will instruct National Air Technologies to use a camera to inspect the dryer vent duct to see if there is a pinch or a clog that could be generating this moisture.

7. **CORRESPONDENCE**

Owners are encouraged to write Strata Council, via Rancho Management Services, on any strata related matter (*i.e. suggestions, concerns, etc.*). Correspondence can be sent to Rancho's office at #701-1190 Hornby Street, Vancouver, B.C., V6Z 2K5, or by Fax to (604) 684-1956 or by Email to [josephtsang@ranchogroup.com](mailto:josephtsang@ranchogroup.com).

a) **Cigarette Butts:**

Another letter has been received by Council regarding cigarette butts being thrown off the balcony. Council will be issuing a notice to all Residents on the North-East elevation of the building advising that cigarette butts are not to be thrown off the balconies.

8. **NEW BUSINESS**

a) **Olympic Rentals:**

Bree and Tyson Marsh were in attendance to share their idea of leasing out multiple Domus suites through a Rental Agency during the 2010 Olympics. It was noted that using a single Rental Agent to lease multiple suites would help control access to the building, lessen security issues, and provide a single-point of contact for collecting fees. Owners who are considering leasing their Suites during the Olympics are encouraged to contact Bree at [bree.march@shaw.ca](mailto:bree.march@shaw.ca)

It was decided that Lucinda Iglesias will be the Council Representative for all Olympic-related activity. Lucinda will contact Bree to discuss how Council can support her efforts, and also to discuss including the Guest Suite in the pool of units being marketed.

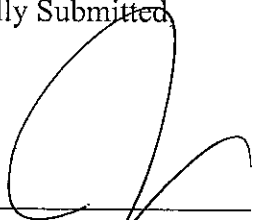
9. **NEXT MEETING**

The next meeting will be a Strata Council Meeting which will be held on **Monday, April 6, 2009 at 7:00 p.m.**

10. **TERMINATION OF MEETING**

There being no other business to discuss, the meeting was terminated at 8:58 p.m.

Respectfully Submitted,



Joseph Tsang, Senior Strata Agent  
Rancho Management Services (B.C.) Ltd.  
701-1190 Hornby Street, Vancouver, BC, V6Z 2K5  
Phone: 684-4508 (24 HOUR EMERGENCY SERVICES)  
Direct Line: (604) 331-4253  
E-mail: [josephtsang@ranchogroup.com](mailto:josephtsang@ranchogroup.com)

**STRATA FEES/PRE-AUTHORIZED PAYMENT**

*Should you ever have any questions regarding your strata account, please feel free to contact our Strata Accounts Receivables Department at: 604 331-4279. Owners who are not yet on Pre-Authorized Payment (P.A.P.) Program, our preferred payment option, should contact the same number to obtain a form. The P.A.P. Program is a convenient payment method whereby we can debit your account with your monthly strata fees on the first of every month.*

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PLAN BCS528, "DOMUS," HELD IN THE LOUNGE AREA, 2<sup>nd</sup> FLOOR, 1055 HOMER  
STREET, VANCOUVER, B.C., ON MONDAY, APRIL 6, 2009 AT 7:00 P.M.**

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**PRESENT:**

Niknaz Kahnamoui  
Noel Evans – Vice President, Treasurer  
Lucinda Iglesias

**REPRESENTING RANCHO MANAGEMENT SERVICES (B.C.) LTD.:**

Joseph Tsang, Senior Strata Agent                      Mike Elliott, Strata Agent

**REGRETS:**

Charles Bilash - President  
Peter Skinner

1.     **CALL TO ORDER**

There being a quorum present, the meeting was officially called to order at 7:05 p.m.

2.     **PREVIOUS MEETING MINUTES**

There being no errors or omissions, Council adopted the previous Meeting Minutes of February 23, 2009, as presented.

3.     **RESIDENT MANAGER'S REPORT**

Dave Lam, the Resident Manager, briefed Council on the building's operations since the last Council Meeting. The following issues were discussed in detail:

a)     **Guest Suite Door:**

The damaged guest suite door has been replaced. All costs (including lost rental revenue) will be charged back to the Owner who was responsible for the suite at the time of the damage.

b)     **Steam Room:**

During a recent inspection of the steam room it was noted that the tile was quite dirty, and the Building Manager has since instructed the cleaners to hose it down at least twice a week.

c)     **Landscaping irrigation:**

The Building Manager informed Council that Active Turf Irrigation was recently on site to turn on the landscaping irrigation.

4. **COMMITTEE REPORTS**

a) **Landscaping Committee:**

The landscaping representative, Nicki Kahnamoui gave Council a brief explanation on recent activities and it was noted that the fourth floor patios on both the east & west side of the building have had the annuals replaced with mondograss and lavandula. The dead trees in the rear courtyard have also been replaced with Styrax Japonica.

5. **FINANCIAL REPORT**

The Treasurer informed Council that he has reviewed the February financial statements and noted that the Strata is currently operating with a surplus of \$23,898. There are however, some high priced items that have not yet been accounted for, such as window cleaning, as well as the mortgage payments.

a) **Arrears**

The Accounts Receivable as of March 20, 2009 was reviewed, and it is in excellent shape with only a few Owners in arrears for strata fees. The Strata Agent has issued lien warning letters to these Owners and will follow up with lien registration if necessary.

6. **BUSINESS ARISING FROM PREVIOUS MEETING**

a) **Resident Handbook:**

The draft of the Resident Handbook was discussed. Noel Evans will distribute a new revised version. Council's goal is to complete this project before peak moving season. Rancho will distribute the Handbook to all new Owners in the Welcome Package; the Resident Manager will distribute it to new Tenants during their move-in process.

b) **Boiler Update:**

Council was informed that the boiler upgrade for the building's hot water system was recently completed by Keith Plumbing & Heating. The final invoice will be available soon, and Owners will be assessed their share of the cost in May.

c) **Exterior/Window Cleaning:**

The window cleaning was recently completed, and it was noted that there has been no complaints.

d) **Dryer Vent Cleaning:**

National Air Technologies was recently onsite to complete the dryer vent cleaning, as well as provide Council with a list of suites that currently have booster fans. It was noted that some additional booster fans may be advisable. The Strata Agent will contact the Developer and the Third Party Warranty Company in order to determine if this issue can be addressed as a deficiency item.

e) **Envelope Maintenance:**

Council has received two (2) quotes for building envelope inspection, and is currently awaiting a third (3<sup>rd</sup>) bid before awarding the work.

6. **BUSINESS ARISING FROM PREVIOUS MEETING CONT'D**

f) **Mortgage Renewal:**

It was noted that the refinancing of mortgages on the Manager's Unit and the Guest Suite will require a resolution of the Owners. A Special General Meeting will be held early in May to present this resolution for approval by the Owners.

g) **Elevator #2:**

Thyssen Krupp was recently onsite to perform maintenance on Elevator #2. No new problems have been reported since the maintenance visit.

h) **Olympic Rentals:**

The Council representative for all Olympic-related activity, Lucinda Iglesias will be in contact with Bree and Tyson Marsh in regards to renting out suites in the building during the Olympic time period.

i) **Cigarette Butts:**

A memo was recently distributed to all Units on the North/East elevation of the building advising that a large number of cigarette butts are being thrown off of the balconies. Since this notice was issued, there have been no complaints of such activities.

7. **CORRESPONDENCE**

Owners are encouraged to write Strata Council, via Rancho Management Services, on any strata related matter (*i.e. suggestions, concerns, etc.*). Correspondence can be sent to Rancho's office at #701-1190 Hornby Street, Vancouver, B.C., V6Z 2K5, or by Fax to (604) 684-1956 or by Email to [melliot@ranchogroup.com](mailto:melliot@ranchogroup.com).

8. **NEW BUSINESS**

a) **Water Leaks:**

There was recently two water leaks caused by malfunctioning washing machines. The emergency repairs for the affected suites has been completed and Owners are currently waiting for the remedial work to begin. A water leak was also noticed in the Resident Manager's suite and will require further investigation to determine the exact cause.

b) **Visitor Parking:**

It has been observed that an Owner has been parking in visitor parking on a regular basis without a pass for long periods of time, which is a contravention of the Strata's Bylaws. The Building Manager was asked to look into this issue.

c) **HVAC/Plumbing Issues:**

The make-up air unit which provides fresh air to the gym recently broke down and has since been replaced. It was also noticed that a booster heater is leaking and Council is awaiting a second quote before proceeding with the repairs.

8. **NEW BUSINESS CONT'D**

d) **Bylaw Enforcement:**

The Strata Agent advised the Council that Rancho would be issuing Bylaw infraction letters as well as Bylaw fines in accordance with section 135 of the Strata Property Act.

e) **Dishwasher Recall:**

Council has been made aware of a recall on the insuite dishwashing machines. The manufacturer will replace the affected part at no cost to Owners. The Resident Manager distributed a form to all Owners requesting model numbers and serial numbers of their dishwasher, with the goal of submitting one overall claim for the building. The Strata Agent will follow-up with the manufacturer.

9. **NEW PROPERTY MANAGER**

The Council was informed that as of April 7, Mike Elliot will be the new Property Manager for Domus, due to Joseph Tsang's involvement with a new 600 unit Project. Mr. Tsang will remain on file in a senior capacity.

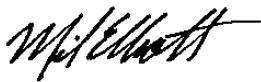
10. **NEXT MEETING**

The next meeting will be a Strata Council Meeting which will be held on **Monday, May 11, 2009 at 7:00 p.m.**

11. **TERMINATION OF MEETING**

There being no other business to discuss, it was **MOVED, SECONDED** and **CARRIED** to terminate the meeting at 8:33 p.m.

Respectfully Submitted,



Mike Elliot, Strata Agent  
Rancho Management Services (B.C.) Ltd.  
701-1190 Hornby Street, Vancouver, BC, V6Z 2K5  
Phone: 684-4508 (**24 HOUR EMERGENCY SERVICES**)  
Direct Line: (604) 331-4280  
E-mail: [melliot@ranchogroup.com](mailto:melliot@ranchogroup.com)

**INSURANCE**

Please be reminded that the Strata's policy only covers the original fixtures installed in the Strata lot by the Developer (ie. hardwood floors installed by the Developers are covered by the Strata's insurance policy, but hardwood floors installed by an Owner after the time of purchase are not covered by the Strata's insurance policy). As per the Act, Owners are required to have insurance for their contents, improvements and betterments, liability, and insurance deductible. Owners should consult an insurance agent to ensure that they have proper coverage.

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**PRESENT:**

Niknaz Kahnemoui

Noel Evans – Vice President, Treasurer

Peter Skinner

**REPRESENTING RANCHO MANAGEMENT SERVICES (B.C.) LTD.:**

Mike Elliott, Strata Agent

Joseph Tsang, Senior Strata Agent

**REGRETS:**

Charles Bilash - President

Lucinda Iglesias

1. **CALL TO ORDER**

There being a quorum present, the meeting was officially called to order at 7:04 p.m.

2. **PREVIOUS MEETING MINUTES**

There being no errors or omissions, Council adopted the previous Meeting Minutes of April 6, 2009, as presented.

3. **RESIDENT MANAGER'S REPORT**

Dave Lam, the Resident Manager, briefed Council on the building's operations since the last Council Meeting. The following issues were discussed in detail:

a) **Main Entrance Door:**

A defective striker had been preventing the main door from opening. The striker has now been replaced.

b) **Elevator Issues:**

The fob reader in Elevator #2 was having trouble. The issue has been addressed by Panorama Technologies.

c) **Bike Storage:**

Council was updated on the status of the Bike Stall Waiting List. All Residents who requested a first stall have been accommodated, and the Waiting List now only includes residents requesting a second stall. Residents are reminded that all stalls are pre-assigned, and any request for a stall should be forwarded to the Resident Manager.

4. **COMMITTEE REPORTS**

a) **Landscaping Services:**

The landscaping representative, Nicki Kahn moui, gave Council a brief explanation on recent activities and it was noted that the sod in the front of the building was recently replaced and looked great. There is however a problem with dogs defecating on the lawn and signage requesting pet owners to keep their dogs off the lawn has been added in the hopes of solving this problem. It was also mentioned that one of syrax trees had died but has been replaced under warranty.

5. **FINANCIAL REPORT**

The Treasurer informed Council that he has reviewed the March financial statements and noted that although the Strata is currently operating with a surplus, there are some large invoices such as dryer vent cleaning, as well as window cleaning, that have not yet been accounted for.

It was noted that the boiler upgrade has recently been completed. Owners are reminded that a special levy for this work was approved at the last Annual General Meeting (Resolution III). For Owners on the auto-payment plan, the levy will be deducted from their bank account on June 1<sup>st</sup>, 2009. Owners not on auto-pay should forward their share of the levy by June 1<sup>st</sup>, 2009 to Rancho's office. (Please see attached fee schedule)

a) **Arrears:**

The Accounts Receivable as of April 27<sup>th</sup>, 2009 was reviewed, and it is in excellent shape with no Owners in arrears for strata fees. The Strata Agent was advised to continue to issue lien warning letters to Owners whose accounts are in arrears.

6. **BUSINESS ARISING FROM PREVIOUS MEETING**

a) **Resident Handbook:**

The finalised copy of the Resident Handbook has been drafted and will be distributed to new residents moving into the building by the Building Manager.

b) **Envelope Maintenance:**

Council was presented with a third quote for a building envelope inspection (per Resolution IV approved at the last Annual General Meeting). However, this particular quote did not include a price for a full inspection, and was therefore not comparable to the other two (2) quotes. The Strata Agent was advised to contact the contractor to obtain a more comprehensive quote.

c) **Washer Recall:**

Council was recently made aware of a recall on the in-suite dishwasher machines and had issued a letter requesting that Owners record their model number and serial number of their particular unit, so that the Strata would be able to submit one (1) overall claim for the building. Although approximately a hundred (100) forms were received back, there still remains some Owners who have not forwarded this information to Rancho and a second notice will be issued requesting this.



6. **BUSINESS ARISING FROM PREVIOUS MEETING – CONT'D**

d) **Elevator #2 Thyssen Krupp Meeting:**

Council has arranged a meeting with the District Manager from Thyssen Krupp Elevator to discuss improvements in the elevator maintenance regimen as well as other issues. Peter Skinner and Noel Evans will report back to Council on the results of the meeting.

e) **Olympic Rentals:**

As the Olympic Representative Lucinda Iglesias was not present, it was decided to **TABLE** discussion on this issue.

f) **Insurance Claims:**

The Strata has received a letter from the building's insurance company advising that due to recent water damage claims, the deductible may be increased to anywhere between \$25,000 to \$50,000. In an effort to keep the limit lower, the Strata Agent was requested to inform the insurer as to what steps the Strata is taking to minimize further water losses.

g) **Booster Fan:**

During a recent routine cleaning of the dryer vents, it was noticed that due to the length of some dryer vents that the installation of booster fans was advisable. A letter was written to the Developer to determine if this issue could be addressed as a deficiency, however there has still not been a response to the request.

h) **Leak in Manager's Suite:**

The Building Manager had previously informed Council of a potential leak in his suite. He will perform a water test to determine the exact cause and will report back to Council.

7. **CORRESPONDENCE**

Owners are encouraged to write Strata Council, via Rancho Management Services, on any strata related matter (*i.e. suggestions, concerns, etc.*). Correspondence can be sent to Rancho's office at #701-1190 Hornby Street, Vancouver, B.C., V6Z 2K5, or by Fax to (604) 684-1956 or by Email to [melliot@ranchogroup.com](mailto:melliot@ranchogroup.com).

Correspondence was received from an Owner who disputed the Strata Agent's request for a Form K. The Strata Agent was instructed to clarify the issue with the Owner, and if it is determined that the Form K is necessary, to request it from the Owner.

Correspondence was received from an Owner who requested permission to install paver tiles on her balcony. Council was informed of a similar request in a different building. In that case, a respected Building Envelope Consultant concluded that such tiles could compromise the waterproofing membrane. As a result of this advice, Council was unable to approve the Owner's request.

Correspondence was received from an Owner who disputed an assessment for damages incurred during her use of the Guest Suite. Council reaffirmed the assessment and the Strata Agent was instructed to review the costs with the Owner.

8. **NEW COUNCIL PRESIDENT**

The Council was informed that as of May 5<sup>th</sup>, 2009 the existing Council President Charles Bilash would be resigning from his position due to an increase in his work schedule. The floor was then opened for nominations and after a brief conversation, it was **MOVED, SECONDED** and **CARRIED** unanimously to declare Peter Skinner the new Council President.

9. **NEXT MEETING**

The next meeting will be a Strata Council Meeting which will be held on **Monday, July 6, 2009 at 7:00 p.m.**

10. **TERMINATION OF MEETING**

There being no other business to discuss, it was **MOVED, SECONDED** and **CARRIED** to terminate the meeting at 8:30 p.m.

Respectfully Submitted,



Mike Elliot, Strata Agent  
Rancho Management Services (B.C.) Ltd.  
701-1190 Hornby Street, Vancouver, BC, V6Z 2K5  
Phone: 684-4508 (**24 HOUR EMERGENCY SERVICES**)  
Direct Line: (604) 331-4280  
E-mail: [melliot@ranchogroup.com](mailto:melliot@ranchogroup.com)

**RANCHO'S INTERNET SITE**

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**"DOMUS"**  
**STRATA PLAN BCS528**  
**2008-2009 APPROVED SPECIAL LEVY SCHEDULE**  
*Purchase & Installation of a new Boiler System*  
*Due in One Installment*  
*on or before June 1st, 2009*

<b>STRATA LOT NO.</b>	<b>UNIT NO.</b>	<b>UNIT ENTITLE</b>	<b>DUE ON OR BEFORE JUNE 1ST, 2009</b>
1	TH 1047	99	\$370.63
2	TH 1049	98	\$366.89
3	TH 1051	100	\$374.38
4	TH 1053	92	\$344.43
5	TH 1057	92	\$344.43
6	TH 1059	100	\$374.38
7	TH 1061	98	\$366.89
8	TH 1063	99	\$370.63
9	310	114	\$426.79
10	304	77	\$288.27
11	303	77	\$288.27
12	300	114	\$426.79
13	302	70	\$262.06
14	301	72	\$269.55
15	306	72	\$269.55
16	305	70	\$262.06
17	404	77	\$288.27
18	403	77	\$288.27
19	402	28	\$104.83
20	401	72	\$269.55
21	406	72	\$269.55
22	405	61	\$228.37
23	504	94	\$351.91
24	503	94	\$351.91
25	502	84	\$314.48
26	501	72	\$269.55
27	506	72	\$269.55
28	505	84	\$314.48
29	604	94	\$351.91
30	603	94	\$351.91
31	602	84	\$314.48
32	601	72	\$269.55
33	606	72	\$269.55
34	605	84	\$314.48
35	704	94	\$351.91
36	703	94	\$351.91
37	702	84	\$314.48
38	701	72	\$269.55
39	706	72	\$269.55
40	705	84	\$314.48
41	804	94	\$351.91

<b>"DOMUS"</b> <b>STRATA PLAN BCS528</b> <b>2008-2009 APPROVED SPECIAL LEVY SCHEDULE</b> <b><i>Purchase &amp; Installation of a new Boiler System</i></b> <b><i>Due in One Installment</i></b> <b><i>on or before June 1st, 2009</i></b>			
<b>STRATA LOT NO.</b>	<b>UNIT NO.</b>	<b>UNIT ENTITLE</b>	<b>DUE ON OR BEFORE JUNE 1ST, 2009</b>
42	803	94	\$351.91
43	802	84	\$314.48
44	801	72	\$269.55
45	806	72	\$269.55
46	805	84	\$314.48
47	904	94	\$351.91
48	903	94	\$351.91
49	902	84	\$314.48
50	901	72	\$269.55
51	906	72	\$269.55
52	905	84	\$314.48
53	1004	94	\$351.91
54	1003	94	\$351.91
55	1002	84	\$314.48
56	1001	72	\$269.55
57	1006	72	\$269.55
58	1005	84	\$314.48
59	1104	94	\$351.91
60	1103	94	\$351.91
61	1102	84	\$314.48
62	1101	72	\$269.55
63	1106	72	\$269.55
64	1105	84	\$314.48
65	1204	94	\$351.91
66	1203	94	\$351.91
67	1202	84	\$314.48
68	1201	72	\$269.55
69	1206	72	\$269.55
70	1205	84	\$314.48
71	1304	94	\$351.91
72	1303	94	\$351.91
73	1302	84	\$314.48
74	1301	72	\$269.55
75	1306	72	\$269.55
76	1305	84	\$314.48
77	1404	94	\$351.91
78	1403	94	\$351.91
79	1402	84	\$314.48
80	1401	72	\$269.55
81	1406	72	\$269.55

<b>"DOMUS"</b> <b>STRATA PLAN BCS528</b> <b>2008-2009 APPROVED SPECIAL LEVY SCHEDULE</b> <b><i>Purchase &amp; Installation of a new Boiler System</i></b> <b><i>Due in One Installment</i></b> <b><i>on or before June 1st, 2009</i></b>			
<b>STRATA LOT NO.</b>	<b>UNIT NO.</b>	<b>UNIT ENTITLE</b>	<b>DUE ON OR BEFORE JUNE 1ST, 2009</b>
82	1405	84	\$314.48
83	1504	94	\$351.91
84	1503	94	\$351.91
85	1502	84	\$314.48
86	1501	72	\$269.55
87	1506	72	\$269.55
88	1505	84	\$314.48
89	1604	94	\$351.91
90	1603	94	\$351.91
91	1602	84	\$314.48
92	1601	72	\$269.55
93	1606	72	\$269.55
94	1605	84	\$314.48
95	1704	94	\$351.91
96	1703	94	\$351.91
97	1702	84	\$314.48
98	1701	72	\$269.55
99	1706	72	\$269.55
100	1705	84	\$314.48
101	1804	94	\$351.91
102	1803	94	\$351.91
103	1802	84	\$314.48
104	1801	72	\$269.55
105	1806	72	\$269.55
106	1805	84	\$314.48
107	1903	108	\$404.33
108	1902	108	\$404.33
109	1901	97	\$363.14
110	1904	97	\$363.14
111	2003	108	\$404.33
112	2002	108	\$404.33
113	2001	97	\$363.14
114	2004	97	\$363.14
115	2103	108	\$404.33
116	2102	108	\$404.33
117	2101	97	\$363.14
118	2104	97	\$363.14
119	2203	108	\$404.33

<b>"DOMUS"</b> <b>STRATA PLAN BCS528</b> <b>2008-2009 APPROVED SPECIAL LEVY SCHEDULE</b> <b><i>Purchase &amp; Installation of a new Boiler System</i></b> <b><i>Due in One Installment</i></b> <b><i>on or before June 1st, 2009</i></b>			
<b>STRATA LOT NO.</b>	<b>UNIT NO.</b>	<b>UNIT ENTITLE</b>	<b>DUE ON OR BEFORE JUNE 1ST, 2009</b>
120	2202	108	\$404.33
121	2201	97	\$363.14
122	2204	97	\$363.14
123	2303	108	\$404.33
124	2302	108	\$404.33
125	2301	97	\$363.14
126	2304	97	\$363.14
127	2403	108	\$404.33
128	2402	108	\$404.33
129	2401	97	\$363.14
130	2404	97	\$363.14
131	PH-2501	132	\$494.18
132	PH-2502	132	\$494.18
133	PH-2603	109	\$408.07
134	PH-2602	178	\$666.39
135	PH-2601	178	\$666.39
		<b>12,020</b>	<b>\$45,000.00</b>

**"DOMUS"**  
**STRATA CORPORATION BCS528**  
**1055 HOMER STREET, VANCOUVER, B.C.**

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**MINUTES OF THE SPECIAL GENERAL MEETING OF THE OWNERS OF STRATA PLAN BCS528, "DOMUS", HELD IN THE LOUNGE AREA, 1055 HOMER STREET, VANCOUVER, BC, ON TUESDAY, MAY 5<sup>TH</sup>, 2009 AT 6:30 P.M.**

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**IN ATTENDANCE:**

10 Owners were represented (8 in person, 2 by proxy) at the Special General Meeting.

**REPRESENTING RANCHO MANAGEMENT SERVICES (B.C.) LTD.:**

Mike Elliott, Strata Agent

Joseph Tsang, Senior Strata Agent

**1. CALLING OF THE ROLL AND CERTIFICATION OF PROXY**

At 6:30 p.m., the Strata Agent informed Owners that a quorum did not exist, and that in accordance with Section 27 of the Strata Bylaws, the meeting would reconvene in 30 minutes. The number of Owners represented at that time would then constitute a quorum.

**2. CALL TO ORDER**

The reconvened meeting was officially called to order at 7:00 p.m.

**3. PROOF OF NOTICE**

The *Strata Property Act* requires that Owners be notified at least fourteen days in advance of a Special General Meeting. Owners were advised that notice of tonight's meeting was mailed on April 16<sup>th</sup>, 2009, giving Owners twenty-one (21) days advance notice. It was **MOVED, SECONDED, and CARRIED** unanimously that the April 16<sup>th</sup>, 2009 notice of the meeting be deemed in compliance with the notice requirements of the *Strata Property Act*.

**4. MINUTES OF PREVIOUS MEETING**

Owners were advised that the notice of tonight's meeting contained minutes of the December 1<sup>st</sup>, 2008 Annual General Meeting for the Owner's review and approval. There being no errors or omissions, it was **MOVED, SECONDED and CARRIED** unanimously to adopt the minutes of the Annual General Meeting of December 1<sup>st</sup>, 2008, as circulated.

## 5. ¾ VOTE RESOLUTION

Owners were reminded that ¾ vote resolutions require the support of at least 75% of Owners represented at the meeting. With ten (10) Owners represented, eight (8) Owners must vote in favor in order to carry the ¾ vote resolutions.

- a) **Resolution I:** Owners were informed that this resolution is to approve a document required by Royal Bank of Canada for the refinancing of the Strata's mortgages on the guest suite as well as the manager's suite. The refinance is necessary because the current mortgages have expired. The floor was then opened up for discussion, and after a brief discussion regarding the interest rate, it was **MOVED, SECONDED** and **CARRIED** unanimously to approve Resolution I as presented.

## 6. TERMINATION

There being no further business, it was **MOVED, SECONDED** and **CARRIED** unanimously to terminate the meeting at 7:03 p.m.

Respectfully Submitted,



Mike Elliot, Strata Agent  
Rancho Management Services (B.C.) Ltd.  
701-1190 Hornby Street, Vancouver, BC, V6Z 2K5  
Phone: 684-4508 (**24 HOUR EMERGENCY SERVICES**)  
Direct Line: (604) 331-4280  
E-mail: [melliot@ranchogroup.com](mailto:melliot@ranchogroup.com)

## RANCHO'S INTERNET SITE

Rancho's website has been updated with lots of new features. We invite you to check us out at <http://www.ranchovan.com>. Any questions and comments can be forwarded to us by email at: [pmgr@ranchogroup.com](mailto:pmgr@ranchogroup.com), or by calling us at: (604) 684-4508.



**MINUTES OF THE STRATA COUNCIL MEETING OF THE OWNERS OF STRATA PLAN BCS528, "DOMUS," HELD IN THE LOUNGE AREA, 2<sup>nd</sup> FLOOR, 1055 HOMER STREET, VANCOUVER, B.C., ON MONDAY, JULY 6<sup>th</sup>, 2009 AT 7:00 P.M.**

The Building Manager reported to Council that one of the planters on the fourth level is in need of repairs. Seal-Tech has proceeded to repair the planter.

3. **RESIDENT MANAGER’S REPORT – CONT’D**

- d) **Townhomes, Dryer Booster Fan:**  
National Air Technology was on site to inspect some of the townhomes booster fan dampers. After investigation, all were found to be in good working order.
- e) **Tile Maintenance:**  
The Resident Manager explained to Council that buffing of the tiles in the lobbies has not been done in sometime. After discussion, Council authorized the Resident Manager to obtain a quote for the costs associated with buffing the tiles in the lobbies.

4. **COMMITTEE REPORTS**

- a) **Landscaping Services:**  
The landscaping representative, Niknaz Kahnemoui, gave Council a brief explanation on recent activities and it was noted that missing lavenders between TH1057 and TH1059 needs to be replaced. The representative volunteered to get a quote for the cost of replacing them.

5. **FINANCIAL REPORT**

The Treasurer informed Council that he has reviewed the financial statements for both April and May and noted that although the Strata is currently operating with a surplus, there are some costs that have not yet been accounted for mainly related to the refinancing of the Resident Manager’s suite and the Guest suite.

- a) **Arrears:**  
The Accounts Receivables as of July 2<sup>nd</sup>, 2009 were reviewed, and are in good shape with only two (2) Owners in arrears of maintenance fees. The Strata Agent was advised to continue to issue lien warning letters to Owners whose accounts are in arrears.

6. **BUSINESS ARISING FROM PREVIOUS MEETING**

- a) **Envelope Maintenance:**  
Council was presented with an updated third quote for a building envelope inspection by Pacific Building Envelope Maintenance. After discussion, it was **MOVED, SECONDED, and CARRIED** to approve the quote from Pacific Building Envelope Maintenance and the Strata Agent was instructed to get the inspection underway as soon as possible.
- b) **Dishwasher Recall:**  
The Strata Agent updated the Strata Council on the dishwasher recall and noted that a second notice was issued. As of today, there are still five (5) Owners who have yet to provide the information required. After discussion, the Strata Council instructed the Strata Agent to proceed with the claim with the information on hand. Owners who have yet to provide the information will be instructed to get the replacements done individually.

6. **BUSINESS ARISING FROM PREVIOUS MEETING – CONT'D**

- c) **Elevator #2 Thyssen Krupp Meeting/New Elevator Consultant KJA:**  
Peter Skinner and Noel Evans reviewed with Council the progress made since last meeting. Mainly, KJA Consultants have been retained to review the elevator and prepare an inspection report. After discussion, Strata Council instructed the Strata Agent to solicit further clarifications from KJA.
- d) **Mortgage Renewal for Resident Manager's Suite and Guest Suite:**  
Refinancing of the mortgages on the two Strata-owned suites has now been complete. RBC will release monies to the two original mortgage holders, and the new mortgages will go into effect shortly.
- e) **Olympic Rentals:**  
Lucinda Iglesias informed Council that the Guest Suite was still available for Olympic rental. After discussion, Council decided to meet in committee later this month to discuss alternatives, and to deliberate on other Olympic-related matters.
- f) **Insurance Claims:**  
The Strata Agent reported that the Owner responsible for January's overflowing sink has been charged for the \$10,000 insurance deductible. As a result of this last incident, B.F.L. has now officially raised our water damage insurance deductible to \$20,000. Per Strata policy, the deductible is charged back to any Owner whose Suite is determined to be the source of a water incident. Owners are advised to check with their own Insurance Agent to make sure they are covered for reimbursement of the Strata's deductible. Rancho will prepare a letter to be sent to B.F.L. Insurance to update them on the steps that the Strata has taken to minimize further water loss.
- h) **Replacement of CO2 and Propane Sensors:**  
The Strata Agent presented three (3) quotes for replacement of five (5) CO and four (4) propane sensors that have been reported to be defective. After discussion, the Strata Council **MOVED, SECONDED and CARRIED** to approve the proposal from Black & MacDonald for the amount of \$1,289 to replace the five (5) CO and four (4) propane sensors.

7. **CORRESPONDENCE**

Owners are encouraged to write Strata Council, via Rancho Management Services, on any strata related matter (*i.e. suggestions, concerns, etc.*). Correspondence can be sent to Rancho's office at #701-1190 Hornby Street, Vancouver, B.C., V6Z 2K5, or by Fax to (604) 684-1956 or by Email to [pfrechette@ranchogroup.com](mailto:pfrechette@ranchogroup.com).

Correspondence was received from an Owner requesting permission to drill into the concrete slab ceiling to install a new light fixture. Strata Council reviewed and approved this request.

Correspondence was received from an Owner who disputed an assessment for damages incurred during her use of the Guest Suite. Council requested that the Strata Agent prepare a detailed response for review by Council.

7. **CORRESPONDENCE – CONT'D**

Correspondence was received from an Owner regarding cigarette butts getting thrown out of windows and balconies and falling on their patio. The Strata Agent was instructed to prepare a notice to be sent to the Owners reminding them of the improper behavior.

Correspondence from an Owner was received proposing the Strata to purchase a barbeque to be used with the Party Room. At this time, the Strata Council decided to not proceed with this suggestion.

Correspondence from an Owner was received disputing an assessment for emergency services related to a water incident. The Strata Agent will draft a response for review by Council.

8. **NEW BUSINESS**

a) **Window Cleaning:**

Strata Council instructed the Strata Agent to schedule window cleaning for sometime in August.

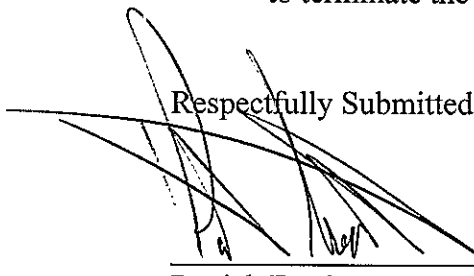
9. **NEXT MEETING**

The next meeting will be a Strata Council Meeting which will be held on **Monday, August 17, 2009 at 7:00 p.m.**

10. **TERMINATION OF MEETING**

There being no other business to discuss, it was **MOVED, SECONDED** and **CARRIED** to terminate the meeting at 8:33 p.m.

Respectfully Submitted,



Patrick Frechette, Strata Agent  
Rancho Management Services (B.C.) Ltd.  
Agents for Strata Plan BCS528  
701 – 1190 Hornby Street, Vancouver, BC, V6Z 2K5  
Phone: (604) 684-4508 (24 HOUR EMERGENCY SERVICES)  
Direct Line: (604) 331-4262  
Email: [pfrechette@ranchogroup.com](mailto:pfrechette@ranchogroup.com)

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**DOMUS  
STRATA CORPORATION BCS528  
1055 HOMER STREET  
VANCOUVER, B.C.**

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**MINUTES OF THE STRATA COUNCIL MEETING OF THE OWNERS OF STRATA  
PLAN BCS528, "DOMUS," HELD IN THE LOUNGE AREA, 2<sup>nd</sup> FLOOR, 1055 HOMER  
STREET, VANCOUVER, B.C., ON MONDAY, AUGUST 17<sup>th</sup>, 2009 AT 7:00 P.M.**

---

**PRESENT:**

Niknaz Kahnemouei

Noel Evans – Vice President, Treasurer

Peter Skinner - President

Lucinda Iglesias

**REPRESENTING RANCHO MANAGEMENT SERVICES (B.C.) LTD.:**

Patrick Frechette, Strata Agent

1. **CALL TO ORDER**

There being a quorum present, the meeting was officially called to order at 7:00 p.m.

2. **GUEST**

At the beginning of the meeting, the Owners of a particular Suite were given the opportunity to share their concerns with regarding continuing violation of the noise bylaw by another suite. After the concerns of these Owners were heard, they were excused from the meeting.

3. **PREVIOUS MEETING MINUTES**

There being no errors or omissions, Council adopted the previous Meeting Minutes of July 6<sup>th</sup>, 2009, as presented.

4. **RESIDENT MANAGER'S REPORT**

Dave Lam, the Resident Manager, briefed Council on the building's operations since the last Council Meeting. The following issues were discussed in detail:

a) **Floor Buffing**

The Resident Manager presented a quote from Marble Life for the buffing of the tiles of the lobbies, at a cost of \$1349. After discussion, the Council decided to TABLE the quote.

4. **RESIDENT MANAGER’S REPORT – CONT’D**

b) **Window Washing:**

The Resident Manager updated the Strata Council on the progress on the window washing. The window washing will be completed August 18<sup>th</sup>, 2009.

c) **Fob Audit and System Upgrade:**

The Resident Manager updated the Strata Council on the progress of the fob audit that is underway and also reported that he will proceed with replacing the computer to manage the fob system for \$650, as was recently approved by Strata Council by email.

d) **CO2 and Propane Sensors:**

The Resident Manager reported to the Strata Council that Black and MacDonald has been onsite to perform replacement of the defective CO2 and propane sensors. After further inspection, the sensors were tested and deemed to work properly. As such, no replacement was done. The inspection and testing was done with no charge to the Strata Corporation.

e) **Treadmill:**

The Resident Manager reported that a Treadmill was broken, and that replacement parts should be installed shortly.

5. **COMMITTEE REPORTS**

a) **Landscaping Services:**

The landscaping representative, Niknaz Kahnamoui, gave Council a brief explanation on recent activities and presented a quote for replacing the missing lavenders between Terminus 1057 and 1059. It was **MOVED, SECONDED** and **CARRIED** to approve the quote.

6. **FINANCIAL REPORT**

The Treasurer informed Council that he has reviewed the financial statements for the month of June and noted that although the Strata is currently operating with a surplus, there are some costs that have not yet been accounted for mainly related to the refinancing of the Resident Manager’s suite and the Guest suite.

a) **Arrears:**

The Accounts Receivables as of August 17<sup>th</sup>, 2009 were reviewed and three (3) Owners in arrears of maintenance fees. The Strata Agent was advised to continue to issue lien warning letters to Owners whose accounts are in arrears.

7. **BUSINESS ARISING FROM PREVIOUS MEETING**

a) **Envelope Maintenance:**

The Strata Agent reported to the Strata Council that an agreement is in place with Pacific Envelope Maintenance for the building envelope inspection. As of today, a starting date is yet to be set for the work to begin.

7. **BUSINESS ARISING FROM PREVIOUS MEETING-CONT'D**

b) **Dishwasher Recall:**

The Strata Agent reported to the Strata Council that the final list for the recall has been forwarded but the manufacturer has yet to contact the Strata Agent to coordinate the replacement. After discussion, the Strata Council instructed the Strata Agent to continue to put pressure on the manufacturer to replace the recalled parts. Also, the Resident Manager volunteered to contact the repair service directly.

c) **Elevator #2 Thyssen Krupp Meeting/New Elevator Consultant KJA:**

Peter Skinner and Noel Evans reviewed with Council the progress made since last meeting. Further clarification was provided to the Strata Council on the specific maintenance items that have not been performed by Thyssen Krupp. They also presented to Strata Council a draft of a letter they wish to send to Thyssen Krupp requesting actions on a number of outstanding items. After discussion, Strata Council agreed to continue to work on the final draft that will be sent to the elevator service provider stating the position of the Strata Corporation and asking for immediate action.

d) **Mortgage Renewal for Resident Manager's Suite and Guest Suite:**

As stated at the last Council meeting, refinancing of the mortgages on the two Strata-owned suites has been completed. RBC has yet to provide instructions to start payments on the new mortgages. After discussion, Strata Council instructed the Strata Agent to contact RBC to request them to provide instructions immediately.

e) **Olympic Rentals:**

Lucinda Iglesias informed Council that she recently met with the Strata Agent and a company called Sportworks Events Ltd., to discuss the possibility of renting the Guest Suite and also the possibility for the individual Owners to rent their suites during the Olympics. The meeting was very informative but they don't have any tenant that would have needs for a suite such as the guest suite at this time, they will contact the Strata Agent if that change. After discussion, the Strata Council agreed to continue exploring different opportunities for the usage of the guest suite for the Olympic period.

8. **CORRESPONDENCE**

Strata Council reviewed the following correspondence:

- A letter of complaint regarding liquid thrown off a balcony that affected an Owner's patio and outdoor furniture.
- A letter from an Owner regarding a noise complaint
- A letter from an Owner regarding a noise complaint

After review the Strata Council instructed the Strata Agent on how to respond.

8. **CORRESPONDENCE-CONT'D**

Owners are encouraged to write Strata Council, via Rancho Management Services, on any strata related matter (*i.e. suggestions, concerns, etc.*). Correspondence can be sent to Rancho's office at #701-1190 Hornby Street, Vancouver, B.C., V6Z 2K5, or by Fax to (604) 684-1956 or by Email to [pfrechette@ranchogroup.com](mailto:pfrechette@ranchogroup.com).

9. **NEW BUSINESS**

a) **Continuous Noise Bylaw Violation**

Following concerns from an Owner that a number of warning letters and fines to a resident have not resolved the problem of loud noises late at night, the Strata Council discussed what further steps could be taken to ensure that the Owners right to quiet enjoyment of their property is respected. A number of ideas were discussed and the Strata Council agreed to seek legal advice before taking further steps.

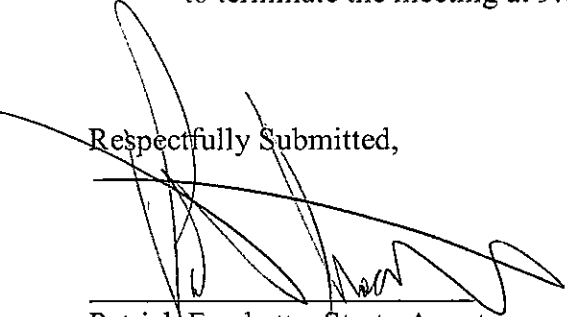
10. **NEXT MEETING**

The next meeting will be a Strata Council Meeting which will be held on **Monday, September 14<sup>th</sup>, 2009 at 7:00 p.m.**

11. **TERMINATION OF MEETING**

There being no other business to discuss, it was **MOVED, SECONDED** and **CARRIED** to terminate the meeting at 9:05 p.m.

Respectfully Submitted,



Patrick Frechette, Strata Agent  
Rancho Management Services (B.C.) Ltd.  
Agents for Strata Plan BCS528  
701 – 1190 Hornby Street, Vancouver, BC, V6Z 2K5  
Phone: (604) 684-4508 (**24 HOUR EMERGENCY SERVICES**)  
Direct Line: (604) 331-4262  
Email: [pfrechette@ranchogroup.com](mailto:pfrechette@ranchogroup.com)



## EMERGENCY PROCEDURES

*(After regular hours)*

If you have a building emergency after regular hours, please call Rancho's number at 604 684-4508, which is a 24 hour emergency number, and you will receive instructions on how to contact the answering service operator. Upon doing so, give brief details to the answering service operator. Please note that emergencies include: fires, broken water pipes, stuck elevators, no hot water, stuck garage door and other emergency situations. Please note that we will take no action on any emergency unless we have first talked to the person placing the call. Break and enter and/or vandalism to your automobile or suite should be reported to the Police Department.

**DOMUS  
STRATA CORPORATION BCS528  
1055 HOMER STREET  
VANCOUVER, B.C.**

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**MINUTES OF THE STRATA COUNCIL MEETING OF THE OWNERS OF STRATA  
PLAN BCS528, "DOMUS," HELD IN THE LOUNGE AREA, 2<sup>nd</sup> FLOOR, 1055 HOMER  
STREET, VANCOUVER, B.C., ON MONDAY, SEPTEMBER 14<sup>th</sup>, 2009 AT 7:00 P.M.**

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**PRESENT:**

Niknaz Kahnemoui

Noel Evans – Vice President, Treasurer

**REPRESENTING RANCHO MANAGEMENT SERVICES (B.C.) LTD.:**

Joseph Tsang, Senior Strata Agent

Patrick Frechette, Strata Agent

**REGRETS**

Peter Skinner - President

**1. CALL TO ORDER**

There being a quorum present, the meeting was officially called to order at 7:00 p.m.

**2. GUEST**

In the course of the meeting, the Owner of a suite who has received numerous noise Bylaw violations was given the opportunity to plead his case. It was agreed that the owner would be more cognizant of noise levels during quiet hours (11:00 PM to 8:00 AM) and if there are further noise Bylaw infractions the police would be contacted.

**3. PREVIOUS MEETING MINUTES**

There being no errors or omissions, Council adopted the previous Meeting Minutes of August 17<sup>th</sup>, 2009, as presented.

**4. RESIDENT MANAGER'S REPORT**

Dave Lam, the Resident Manager, briefed Council on the building's operations since the last Council Meeting. The following issues were discussed in detail:

**a) FOB Audit and System Upgrade:**

The Resident Manager updated the Strata Council on the progress of the FOB audit and also reported that he has proceeded with replacing the computer managing the FOB system, as approved by Council at the last meeting. Prior to deactivating unreported FOBs, Dave will provide a report to Council.

4. **RESIDENT MANAGER’S REPORT – CONT’D**

b) **Implementation of the Care Program Software:**

The Resident Manager informed the Strata Council that with the help of the Strata Agent, a new software called CARE (Common Area Report Enabler) program has been implemented to support the Strata Council in its effort to improve reporting, recording and filing of any incidents in the building.

c) **Washing Machine Drain Backed Up:**

The Resident Manager informed the Strata Council of the recent incident involving a washing machine drain backing up into the suite above due to excessive use of detergent. As a result, there was minor damage in that particular suite and Phoenix Restoration has been on site to attend to the emergency.

d) **Ongoing Painting in the Common Area:**

The Resident Manager informed the Strata Council that ongoing painting in the common areas is still in progress.

5. **COMMITTEE REPORTS**

a) **Landscaping Services:**

The landscaping representative, Niknaz Kahnemoui, gave Council a brief explanation on recent activities such as the replacement of the lavenders between Townhouse 1057 and 1059, which is in progress.

6. **FINANCIAL REPORT**

The Treasurer informed Council that he has reviewed the financial statements for the month of July and noted that although the Strata is currently operating with a surplus, there are some costs that have not yet been accounted for mainly related to the refinancing of the Resident Manager’s suite and the Guest suite. Council approved the financial statement as presented.

a) **Arrears:**

The Accounts Receivables as of September 14<sup>th</sup>, 2009 were reviewed and two (2) Owners in arrears of maintenance fees. The Strata Agent was advised to continue to issue lien warning letters to Owners whose accounts are in arrears.

7. **BUSINESS ARISING FROM PREVIOUS MEETING**

a) **Building Inspection by Pacific Building Envelope Maintenance:**

The Strata Agent reported to the Strata Council that Pacific Building Envelope Maintenance (PBEM) will be on site to start its building review on September 23<sup>rd</sup>, 2009. A questionnaire has been circulated to all the Owners, up till now only a few have been returned completed.

7. **BUSINESS ARISING FROM PREVIOUS MEETING-CONT'D**

b) **Dishwasher Recall:**

The Strata Agent reported to the Strata Council that since the last meeting, Solution Appliances has been approached to order the parts which have been done, and as soon as the parts are delivered, we will coordinate replacement for all the suites.

c) **Elevator #2 ThyssenKrupp Meeting/Elevator Consultant KJA:**

Since the last meeting, a registered letter was sent to ThyssenKrupp, but they have yet to respond. A Council Member will contact them to follow up on the letter.

d) **Mortgage Renewal for Resident Manager's Suite and Guest Suite:**

The Strata Agent informed the Strata Council that new mortgages are in place for the Resident Manager's Suite and the Guest Suite with the Royal Bank of Canada and that payments have started as of middle of August, 2009.

e) **Olympic Rentals:**

The Strata Council discussed Security Concerns and usage of the Guest Suite during the Olympic period. After discussion, one option is standing out as the most effective to address both matters. The Strata Council agreed to continue to work toward a solution and will inform all the Owners when a final decision is made.

8. **CORRESPONDENCE**

- A letter was received from an Owner regarding the lobby panels. After review, the Strata Council instructed the Strata Agent on how to proceed.
- Strata Council reviewed the information provided by the guest Owner, the Strata Council then instructed the Strata Agent on how to proceed.

Owners are encouraged to write Strata Council, via Rancho Management Services, on any strata related matter (*i.e. suggestions, concerns, etc.*). Correspondence can be sent to Rancho's office at #701-1190 Hornby Street, Vancouver, B.C., V6Z 2K5, or by Fax to (604) 684-1956 or by Email to [pfrechette@ranchogroup.com](mailto:pfrechette@ranchogroup.com).

9. **NEW BUSINESS**

a) **Strata Council Member Resignation:**

Lucinda Iglesias has recently informed the Strata Council that she is stepping down as a Strata Council member. The Strata Council would like to take the opportunity to thank Lucinda for her hard work on Council and wish her the best. After discussion, the Strata Council **MOVED, SECONDED** and **CARRIED** to nominate Mr. Joe Chan to fill the empty position.

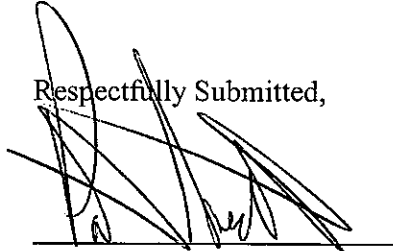
10. **NEXT MEETING**

The next meeting will be a Strata Council Meeting which will be held on **Thursday, October 29<sup>th</sup>, 2009 at 7:00 p.m.**

11. **TERMINATION OF MEETING**

There being no other business to discuss, it was **MOVED, SECONDED** and **CARRIED** to terminate the meeting at 8:30 p.m.

Respectfully Submitted,



Patrick Frechette, Strata Agent  
Rancho Management Services (B.C.) Ltd.  
Agents for Strata Plan BCS528  
701 – 1190 Hornby Street, Vancouver, BC, V6Z 2K5  
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**STRATA FEES/PRE-AUTHORIZED PAYMENT**

Should you ever have any questions regarding your strata account, please feel free to contact our Strata Accounts Receivables Department at: 604 331-4279. Owners who are not yet on Pre-Authorized Payment (P.A.P.) Program, our preferred payment option, should contact the same number to obtain a form. The P.A.P. Program is a convenient payment method whereby we can debit your account with your monthly strata fees on the first of every month.

**DOMUS  
STRATA CORPORATION BCS528  
1055 HOMER STREET  
VANCOUVER, B.C.**

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**MINUTES OF THE STRATA COUNCIL MEETING OF THE OWNERS OF STRATA PLAN BCS528, "DOMUS," HELD IN THE LOUNGE AREA, 2<sup>nd</sup> FLOOR, 1055 HOMER STREET, VANCOUVER, B.C., ON THURSDAY, OCTOBER 29<sup>th</sup>, 2009 AT 7:00 P.M.**

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**PRESENT:**

Peter Skinner – President  
Niknaz Kahnamoui

Noel Evans – Vice President/Treasurer  
Joe Chan (new Council Member)

**REPRESENTING RANCHO MANAGEMENT SERVICES (B.C.) LTD.:**

Joseph Tsang, Senior Strata Agent

**1. CALL TO ORDER**

There being a quorum present, the meeting was officially called to order at 7:05 p.m.

**2. PREVIOUS MEETING MINUTES**

There being no errors or omissions, Council adopted the previous Meeting Minutes of September 14<sup>th</sup>, 2009, as presented.

**3. RESIDENT MANAGER'S REPORT**

Dave Lam, the Resident Manager, briefed Council on the building's operations since the last Council Meeting. The following issues were discussed in detail:

**a) FOB Audit:**

Council was told that the FOB audit has been completed as of tonight's meeting with approximately fifty (50) FOBs being put on hold for not registering. Council requests that those FOBs be deleted from the keyless access operating system.

**b) Dishwasher Recall:**

The recall is taking a long time and the Resident Manager is in regular contact with the appliance store (Solution Appliance) for update.

**c) Painting:**

No painting was done since the last Council meeting because Mr. Lam has been preoccupied with other issues such as the FOB audit, etc.

3. **RESIDENT MANAGER’S REPORT – CONT’D**

d) **Lobby Wood Veneer Repair:**

Two (2) quotes for the repair of the mill work in the main lobby were presented to Council for consideration. Given that there are other higher priority expenditure items that need attending, the repair to the main lobby and mill work was **TABLED** for the time being.

e) **Washing Machine Backing Up:**

There have been repeated incidents of soap suds backing up out of the washing machine drain in the “02” and “03” suites. The building mechanical contractor has suggested that a “check valve” be installed in each of the suites affected with this problem and there are five (5) suites in total at a cost of \$350 per check valve. Council is reluctant to spend this money since this problem is human error and could easily be resolved by Residents using less detergent when doing their laundry. Thus, the Strata Agent was asked to circulate a memorandum to all the “02” and “03” suites requesting that Residents be more diligent and do not use excessive amounts of detergent when doing laundry as it will result in soap suds backing up out of the washing machine drain and cause unnecessary water damage to their own suite as well as that of their neighbours’.

f) **Damaged Railing:**

One of the railings in the lane was recently damaged by one of the construction trucks while moving material from the site being built across from “Domus”. The project manager for that site has been notified of the incident and Council has requested that the damaged railing be repaired and the bill be forwarded to him for payment.

g) **Mechanical Room/Parkade Leak:**

It was brought to the Council attention there have been two (2) areas in the parkade where water intrusion has been observed. Upon further investigation, it was determined that the water is coming in thru the Telus conduits while they were running some cables into the new building next door across the lane. Telus has been notified and it is working with a crew from the City to have the problem addressed. The water is simply rain water coming in through the conduit and is not causing any damage to the building components.

h) **Membrane Failure:**

Recently there was a report of water stain in a bathroom ceiling of a suite on the 14<sup>th</sup> floor. It was traced to a failed membrane in the shower stall of a suite directly above on the 15<sup>th</sup> floor. Council has examined the issue, and has determined that the causes and resulting damage involved are particular and unique to this situation. The Strata Agent was asked to have the membrane repaired as well as the damages to the bathroom ceiling in the 14<sup>th</sup> floor suite, but that the Owner of the 15<sup>th</sup> floor suite be responsible for repairing the tile in her own bathroom, as the

3. **RESIDENT MANAGER’S REPORT – CONT’D**

h) **Membrane Failure – Cont’d:**

Owner should have taken better care of the grout on the bathroom tile such as looking for cracks and applying sealant to prevent unnecessary water seepage. Council also requests that a memorandum be circulated to all Residents reminding that attention should be paid to ensure that the grout in their bathroom tile be inspected regularly to ensure there are no cracks and that sealant should be applied regularly to preserve the integrity of the grout and to prevent unnecessary water seepage. The Strata Agent was asked to see if a tile setter could be solicited to provide a bulk rate for the building.

i) **Carpet Cleaning:**

The carpet on the 21<sup>st</sup> floor was recently cleaned as a result of an incident of a dog defecating on that floor. The dog Owner has been made aware and has agreed to pay for the carpet cleaning cost.

j) **Cleaning Services:**

The cleaning staff that is replacing the regular cleaner was recently let go for not showing up for work on time and the cleaning company was asked to supply a new individual until the regular “Domus” cleaner is back from his vacation in early November.

k) **Bicycle:**

Council requests that the Resident Manager get rid of all the unclaimed bicycles which are being stored in the water entry room after the recent bike audit. David Lam was given a name of a non-profit bike charity who would take the old bikes for repair and subsequently sell them with the profit generated donated to charities. Council was also informed that there are currently three (3) Residents on the waiting list for a bicycle stall in the building.

l) **Moving Hours:**

David Lam was requested to see if he could schedule moves outside what is considered peak hours to free up the elevators. Council was informed that since there is no bylaw restricting when Residents can move in and out of the building, the Resident Manager has no authority to advise Residents when they can move.

m) **Fire Alarm System Testing:**

The annual testing of the building fire system was recently completed with a handful of suites that did not provide access. The Strata Agent was asked to obtain a price from the contractor doing the testing for a subsequent visit to test the smoke and speaker in those suites which did not provide access when the original testing was done.



4. **COMMITTEE REPORTS**

a) **Landscaping:**

Niknaz Kahnamoui requested that the Strata Agent send a letter to the Owner of the commercial property next door requesting that they replace one of their dead plants on the planter outside their property on Homer Street. The dead plant has negatively impacted “Domus” and the commercial property. The letter should suggest that either they replace the dead shrubs or “Domus” will have it replaced and bill them for it.

5. **FINANCIAL REPORT**

The Treasurer informed Council that he has reviewed the September financials and advised the Council that the anticipated operating surplus is smaller than what he had originally thought but that the Strata will end the current fiscal period with an operating surplus nevertheless.

a) **Arrears:**

The Accounts Receivables as of October 29<sup>th</sup>, 2009 were reviewed and it was observed that there is only one (1) Owner in arrears with a lien already placed on his strata lot.

There being no other question or discussion, it was **MOVED, SECONDED** and **CARRIED** to approve the financial statement for the period ending on September 30<sup>th</sup>, 2009 as presented.

6. **BUSINESS ARISING FROM PREVIOUS MEETING**

a) **Building Inspection by Pacific Building Envelope Maintenance:**

The contractor doing the inspection of the building envelope system has advised that they are behind schedule and that a report is not ready for another two (2) weeks.

b) **Elevator Issue:**

Mr. Noel Evans reported on the ongoing negotiations with the Elevator Maintenance vendor regarding various deficiencies. It appears that the negotiations will be concluded in the next week, and Mr. Evans will report back to Council on the results.

6. **BUSINESS ARISING FROM PREVIOUS MEETING - CONT'D**

c) **Olympic Rental:**

The Olympics Committee (Mr. Noel Evans and Mr. Nicknaz Kahnemoui) presented a recommendation for security during the Olympics period. The Committee felt that the primary security threat was from potential petty theft and vandalism, and that such a threat was best met by (a) deactivating FOB access through the 2<sup>nd</sup> floor rear lobby, and (b) stationing a knowledgeable Domus employee or Resident during key hours in the front lobby. The Committee recommended that:

- The Resident Manager and the Building Cleaner (who know most of the Residents in the building) share these “front desk” duties during some of their regular hours, as well as during their off hours, thereby providing coverage during most hours between 8:00 a.m. and 11:00 p.m.;
- A “Neighbourhood Watch” team of Domus Residents be constituted to cover additional hours during the day; and
- The overnight security patrol service currently employed on the weekends be expanded to seven (7) days per week during the Olympic Period.

The incremental cost of this plan is estimated at less than \$5,000, versus over \$12,000 to hire full-time security guards.

In order to accomplish this, the Building Cleaner will be offered the free use of the Guest Suite during the Olympic period. Council was previously authorized at the last Annual General Meeting to lease the Guest Suite at market rates from January through March 2010. However, due to the lack of a kitchen and laundry facilities, Council was unable to find a tenant. Therefore, offering the Suite to the building cleaner in exchange for “front desk” duties was deemed a good alternative.

This plan would then open up Guest Suite availability to all Owners and Residents from January 1<sup>st</sup> through February 11<sup>th</sup>, and then again from March 1<sup>st</sup> through March 31<sup>st</sup>. If there is overwhelming demand, Council agreed to consider a lottery system for those dates, in order to ensure fairness for those Owners and Residents wanting to book the guest suite during the pre- and post-Olympic period.

Council agreed to the Committee’s recommendations, and requested that the Strata Agent circulate a memorandum advising Owners and Residents of the availability of the Guest Suite in January and March.

d) **Electrical Vault Cleaning:**

Two (2) quotes for the cleaning and maintenance of the electrical vault were presented to Council for consideration. The contract was subsequently awarded to Houle Electric.

6. **BUSINESS ARISING FROM PREVIOUS MEETING - CONT'D**

e) **Proposed 2010 Operating Budget:**

The second draft of the proposed 2010 operating budget was presented to Council for consideration with Council making relevant amendments to it. The revised and adopted proposed 2010 budget called for an increase in the overall strata fees by 2.5%, which still puts “Domus” strata fees (31 cents per square foot) well below comparable buildings in Yaletown (36 – 39 cents per square foot).

7. **CORRESPONDENCE**

Owners are encouraged to write Strata Council, via Rancho Management Services, on any strata related matter (*i.e. suggestions, concerns, etc.*). Correspondence can be sent to Rancho’s office at #701-1190 Hornby Street, Vancouver, B.C., V6Z 2K5, or by Fax to (604) 684-1956 or by Email to [josephtsang@ranchogroup.com](mailto:josephtsang@ranchogroup.com).

Correspondence received was presented to Council for review and instruction was given on how to respond.

8. **NEW BUSINESS**

None

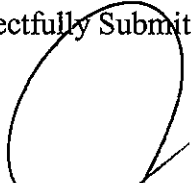
9. **NEXT MEETING**

The next meeting will be the Annual General Meeting the meeting has been scheduled for **Wednesday, December 9<sup>th</sup>, 2009 at 6:30 p.m.** The meeting will be held in the lounge at 1055 Homer Street, Vancouver.

10. **TERMINATION OF MEETING**

There being no other business to discuss, it was **MOVED, SECONDED** and **CARRIED** to terminate the meeting at 9:25 p.m.

Respectfully Submitted,



Joseph Tsang, Senior Strata Agent  
Rancho Management Services (B.C.) Ltd.  
Agents for Strata Plan BCS528  
701 – 1190 Hornby Street, Vancouver, BC, V6Z 2K5  
Phone: (604) 684-4508 (**24 HOUR EMERGENCY SERVICES**)  
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## SECURITY

For the security of everyone, residents are reminded to **NOT** let strangers into the building. This helps to prevent vandalism and helps keep the building security at its highest level.